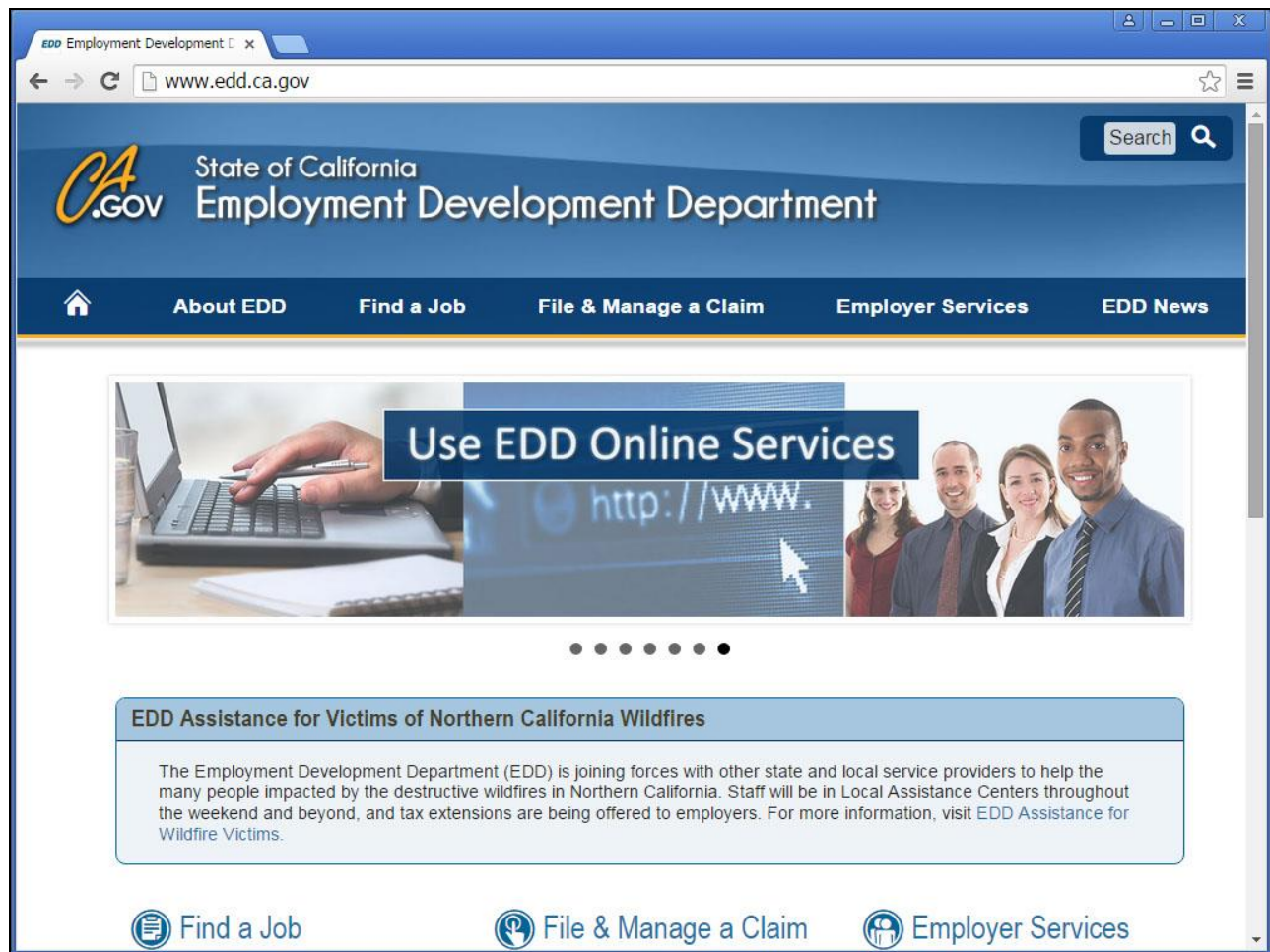


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# I Want to Enroll for a Username and Password to Use Employer Services Online

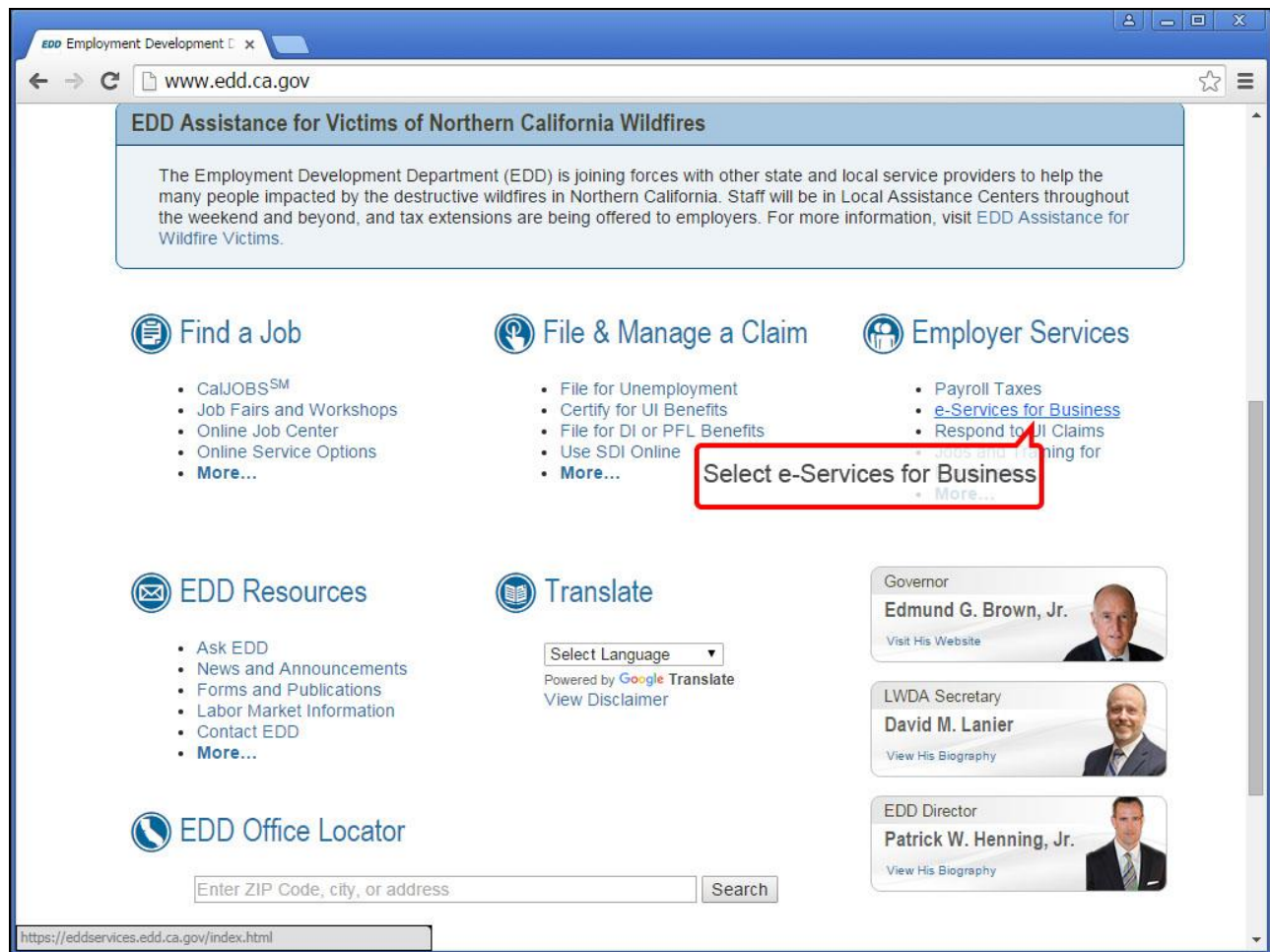
## Slide notes

This tutorial was developed by the California Employment Development Department (EDD) to assist you with navigating through e-Services for Business. This tutorial will show you how to complete the enrollment process to create a username and password for Employer Services Online.



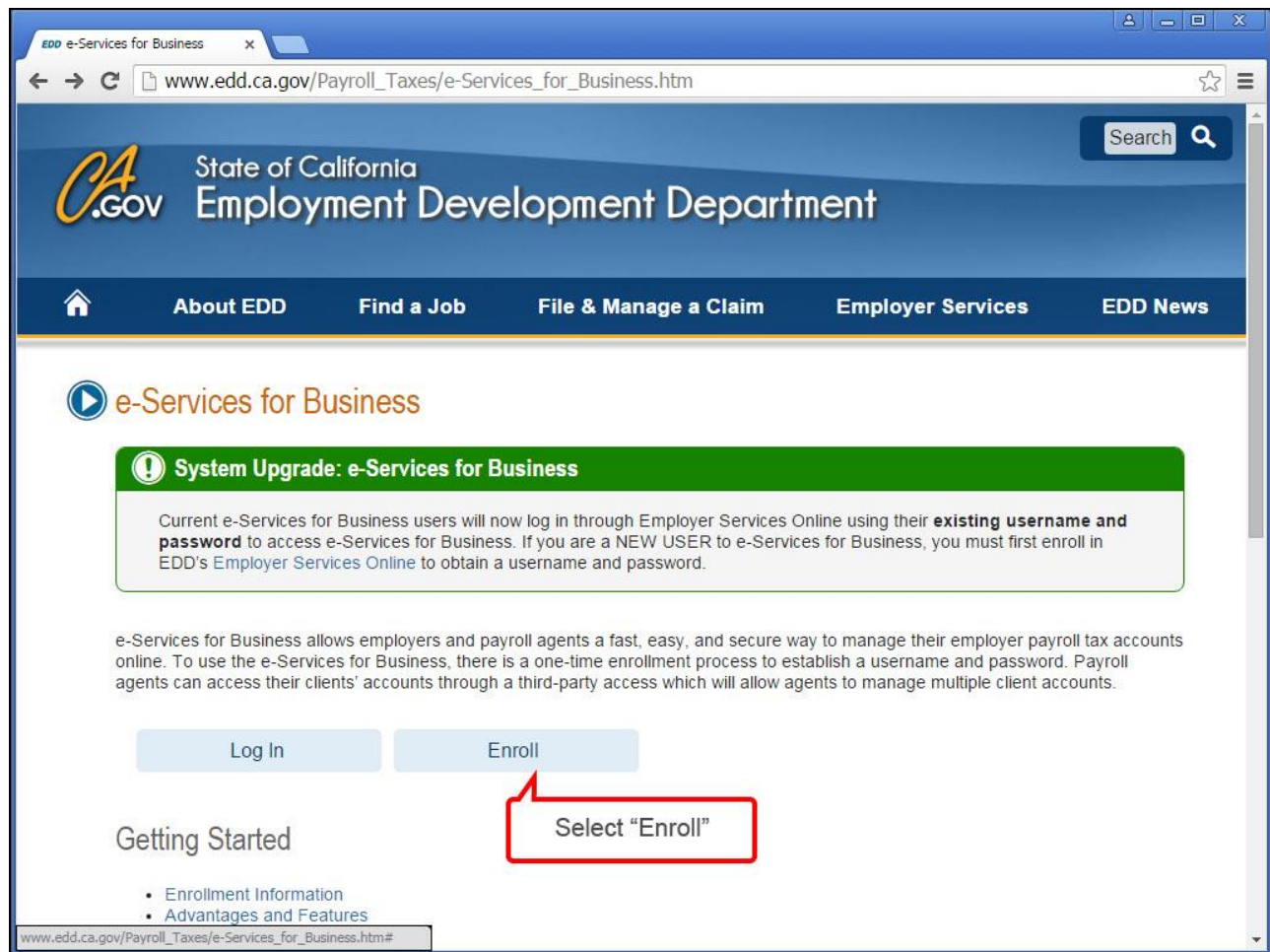
## Slide notes

Welcome to the Employment Development Department home page.



## Slide notes

Notice the “e-Services for Business” hyperlink in the Employer Services column. Select the "e-Services for Business" hyperlink.



## Slide notes

New users select "Enroll".

The screenshot shows a web browser window with the URL <https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet>. The page header includes the "CA.Gov" logo and "State of California Employment Development Department". Navigation links for "Home", "My Profile", and "Employer Services Online" are present. The main heading is "Employer Services Online Enrollment".

To access e-Services for Business or eWOTC, you must first complete a one-time enrollment in Employer Services Online to create a user profile. Payroll agents/employer representatives must enroll using their own name and contact information, and only need to enroll once to manage multiple client accounts.

For help with this page, scroll to the bottom for additional information.

\* Required

\* Username:  Username must be 8-15 characters, include at least one letter, one number, and cannot contain special characters such as ! @ # \$ % ^ & \* ( ). Your username cannot be the same as your password.

\* Password (case-sensitive):  Password must be 8-12 characters and include at least one uppercase letter, a lowercase letter, a number, and a special character such as ! @ # \$ % ^ & \* ( ). Your password cannot be the same as your username.

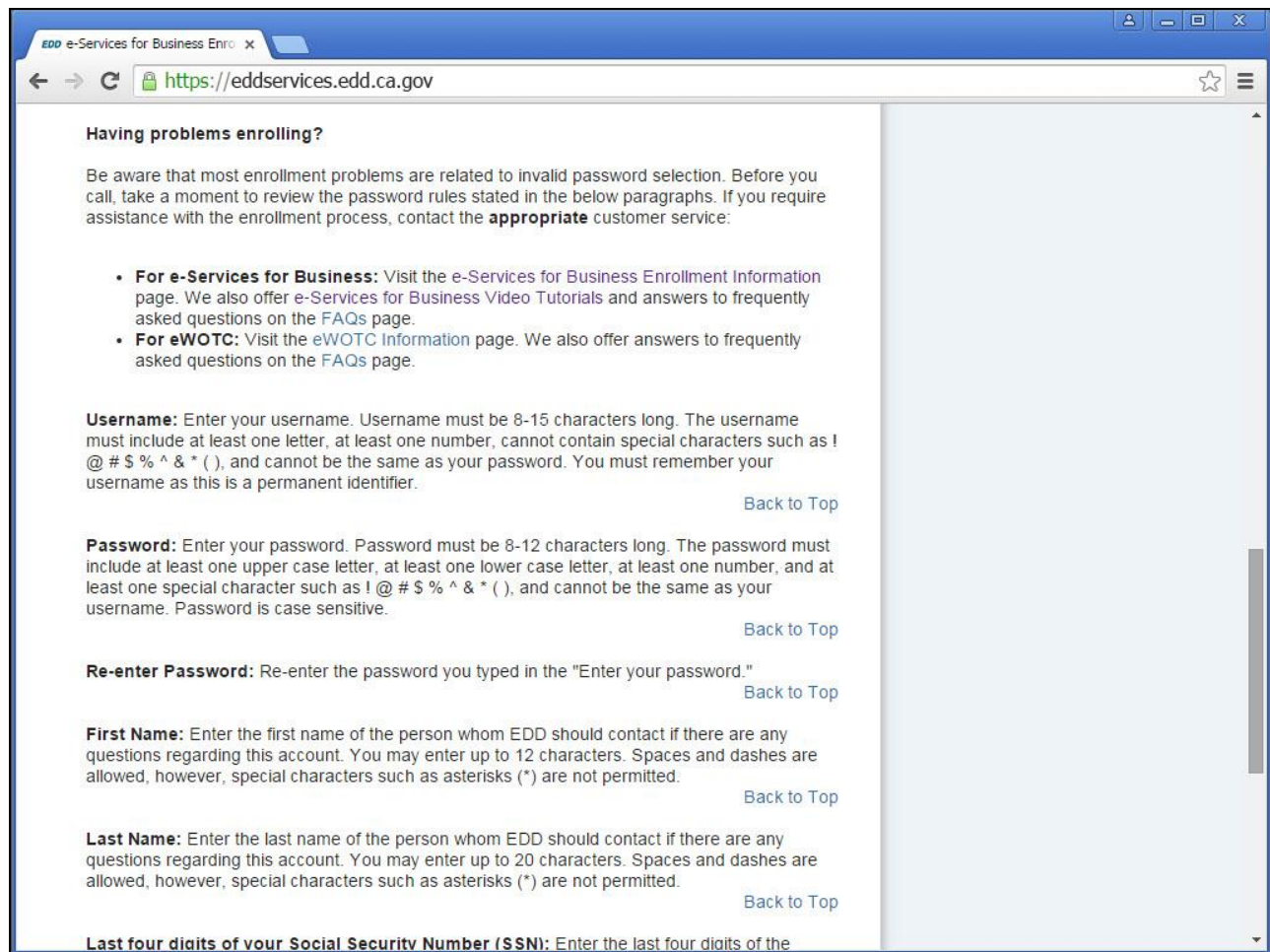
\* Re-enter Password:

\* First Name:

## Slide notes

This is the Employer Services Online Enrollment Page. To begin using e-Services for Business, you must first create a username and password. Before you leave this page make a note of your username and password. To view detailed descriptions of required information, scroll down to the bottom of this page.





## Slide notes

Notice the screen help tips that are available at the bottom of the page.

EDD e-Services for Business Enroll x

https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet

Help | My Profile

**CA.Gov** State of California  
**Employment Development Department**

My Profile Employer Services Online

### Employer Services Online Enrollment

To access e-Services for Business or eWOTC, you must first complete a one-time enrollment in Employer Services Online to create a user profile. Payroll agents/employer representatives must enroll using their own name and contact information, and only need to enroll once to manage multiple client accounts.

For help with this page, scroll to the bottom for additional information.

\* Required

\* Username:  Username must be 8-15 characters, include at least one letter, one number, and cannot contain special characters such as ! @ # \$ % ^ & \* ( ). Your username cannot be the same as your password.

\* Password (case-sensitive):  Password must be 8-12 characters and include at least one uppercase letter, a lowercase letter, a number, and a special character such as ! @ # \$ % ^ & \* ( ). Your password cannot be the same as your username.

\* Re-enter Password:

\* First Name:

## Slide notes

Required fields are identified with an asterisk. The username must be 8 -15 characters long. The username must be a mixture of both letters and numbers and must include at least one letter, and at least one number. Do not enter any characters that are not numbers or letters. The username is used as a permanent identifier. The password must be 8-12 characters long. The username cannot be the same as your password. The password must contain at least one uppercase letter, at least one lowercase letter, at least one number, and at least one special character. It cannot be the same as your username.

Internet Explorer - e-Services for Business Enroll x

← → ↻ <https://eddservices.edd.ca.gov> ☆ ☰

**\* Enter your Password (case-sensitive):**  Password must be 8-12 characters and include an uppercase letter, a lowercase letter, a number, and a special character such as ! @ # \$ % ^ & \* ( ). Your password cannot be the same as your username.

**\* Re-enter Password:**

**\* First Name:**

**\* Last Name:**

**\* Last Four Digits of Your Social Security Number:**



**\* E-mail Address:**  Enter a valid e-mail address (e.g., my\_name@office.com). The e-mail address must be complete, including the @ symbol and no spaces are allowed. An e-mail address may only be used once. A message will be sent to this e-mail address to complete the enrollment process.

**\* Re-enter E-mail Address:**

**Phone Number (XXX-XXX-XXXX):**

**Security Check**

Complete this security check to continue with your Employer Services Online Enrollment.  
The audio option allows visually impaired customers to hear and enter a set of digits.

 Try another  
 Vision impaired

## Slide notes

Each username requires a unique e-mail address; therefore, the e-mail cannot be associated with more than one username.



complete the enrollment process.

\* Re-enter E-mail Address: JPublic@xxxx.com

Phone Number 916-555-1212  
(XXX-XXX-XXXX):

**Security Check**

Complete this security check to continue with your Employer Services Online Enrollment.  
The audio option allows visually impaired customers to hear and enter a set of digits.

XXXX XXXX

Try another  
Text version  
Help

Security check provided by reCAPTCHA.

Continue Cancel

**Select "Continue"**

Having problems enrolling?

Be aware that most enrollment problems are related to invalid password selection. Visit the [Employer Services Online homepage](#) for enrollment information. Before you call, take a moment to review the password rules stated below. If you require assistance with the enrollment process, contact the **appropriate** customer service:

- **For e-Services for Business:** Visit the [e-Services for Business homepage](#). We also offer e-Services for Business Video Tutorials and answers to frequently asked questions on the [e-Services for Business FAQs](#) page.
- **For eWOTC:** Visit the [eWOTC Information](#) page. We also offer answers to frequently asked questions on the [WOTC FAQs](#) page.

**Username:** Enter your username. Username must be 8-15 characters long. The username must include at least one letter, at least one number, cannot contain special characters such as ! @ # \$ % ^ & \* ( ), and cannot be the same as your password. You must remember your username as this is a permanent identifier.

[Back to Top](#)

## Slide notes

Complete the security check to continue with your e-Services for Business enrollment. The audio option allows visually impaired customers to hear and to enter a set of digits. When all the information is completed, select "Continue."

The screenshot shows a web browser window with the address bar displaying <https://eddservices.edd.ca.gov>. The page title is "Enrollment Security Questions". Below the title, there is a paragraph of instructions: "Choose your security questions and enter your answer to each question. This information is important because it is needed to access your Employer Services Online account and to recover your username and/or reset your password. You will have the option to print your security questions and answers on the next page, the Enrollment Summary page." Below this, there is a section labeled "\* Required Fields". It contains four sets of questions, each with a dropdown menu for the question and a text input field for the answer. The questions are labeled "Security Question 1" through "Security Question 4". At the bottom of the form, there are two buttons: "Continue" and "Cancel".

Enrollment Security Questions

Choose your security questions and enter your answer to each question. This information is important because it is needed to access your Employer Services Online account and to recover your username and/or reset your password. You will have the option to print your security questions and answers on the next page, the Enrollment Summary page.

\* Required Fields

\* Security Question 1

\* Your Answer:

\* Security Question 2

\* Your Answer:

\* Security Question 3

\* Your Answer:

\* Security Question 4

\* Your Answer:

## Slide notes

This page of four security questions is a part of your account recovery options should you forget your username and/or password. Please make a note of the answers to these questions for your records.

Enrollment Security Questions

Choose your security questions and enter your answer to each question. This information is important because it is needed to access your Employer Services Online account and to recover your username and/or reset your password. You will have the option to print your security questions and answers on the next page, the Enrollment Summary page.

\* Required Fields

\* Security Question 1: What was your childhood nickname?  
\* Your Answer: Johnny

\* Security Question 2: What is your favorite food?  
\* Your Answer: Pizza

\* Security Question 3: What is your favorite animal?  
\* Your Answer: Dog

\* Security Question 4: Who was your most favorite guest at your wedding?  
\* Your Answer: Grandma

Continue Cancel

Select "Continue"

## Slide notes

When you have completed entering all the information, select "Continue."

The screenshot shows a web browser window with the URL <https://eddservices.edd.ca.gov>. The page header includes the CA.Gov logo and the text "State of California Employment Development Department". A navigation bar contains links for "Home", "My Profile", and "Employer Services Online". The main content area is titled "Enrollment Summary" and includes a warning: "Review your information before you select the 'Enroll' button below. This information will be necessary to access e-Services for Business or eWOTC and will be required to recover your username and/or reset your password." Below this, there are two sections: "Edit User Information" and "Edit Security Questions".

<a href="#">Edit User Information</a>	
Username:	*****c392
Password:	*****
First Name:	John
Last Name:	Public
Last four digits of your Social Security Number:	5555
E-mail Address:	JPublic@xxx.com
Phone Number:	916-555-1212
<a href="#">Edit Security Questions</a>	
Security Question 1:	What was your childhood nickname?

### Slide notes

This is your Enrollment Summary. Review your information and print this page before you submit this request. This information will be necessary to access e-Services for Business and will be required to recover your username and/or reset your password.

The screenshot shows a web browser window with the URL <https://eddservices.edd.ca.gov>. The page title is "Enrollment Summary". It displays the following information:

- Last Name: JPublic
- Last four digits of your Social Security Number: 5555
- E-mail Address: JPublic@xxxx.com
- Phone Number: 916-555-1212

Below this information is a section titled "Edit Security Questions" (highlighted with a red box). It contains four security questions and their corresponding answers:

- Security Question 1: What was your childhood nickname? \* Your Answer: Johnny
- Security Question 2: What is your favorite food? \* Your Answer: Pizza
- Security Question 3: What is your favorite animal? \* Your Answer: Dog
- Security Question 4: Who was your most favorite guest at your wedding? \* Your Answer: Grandma

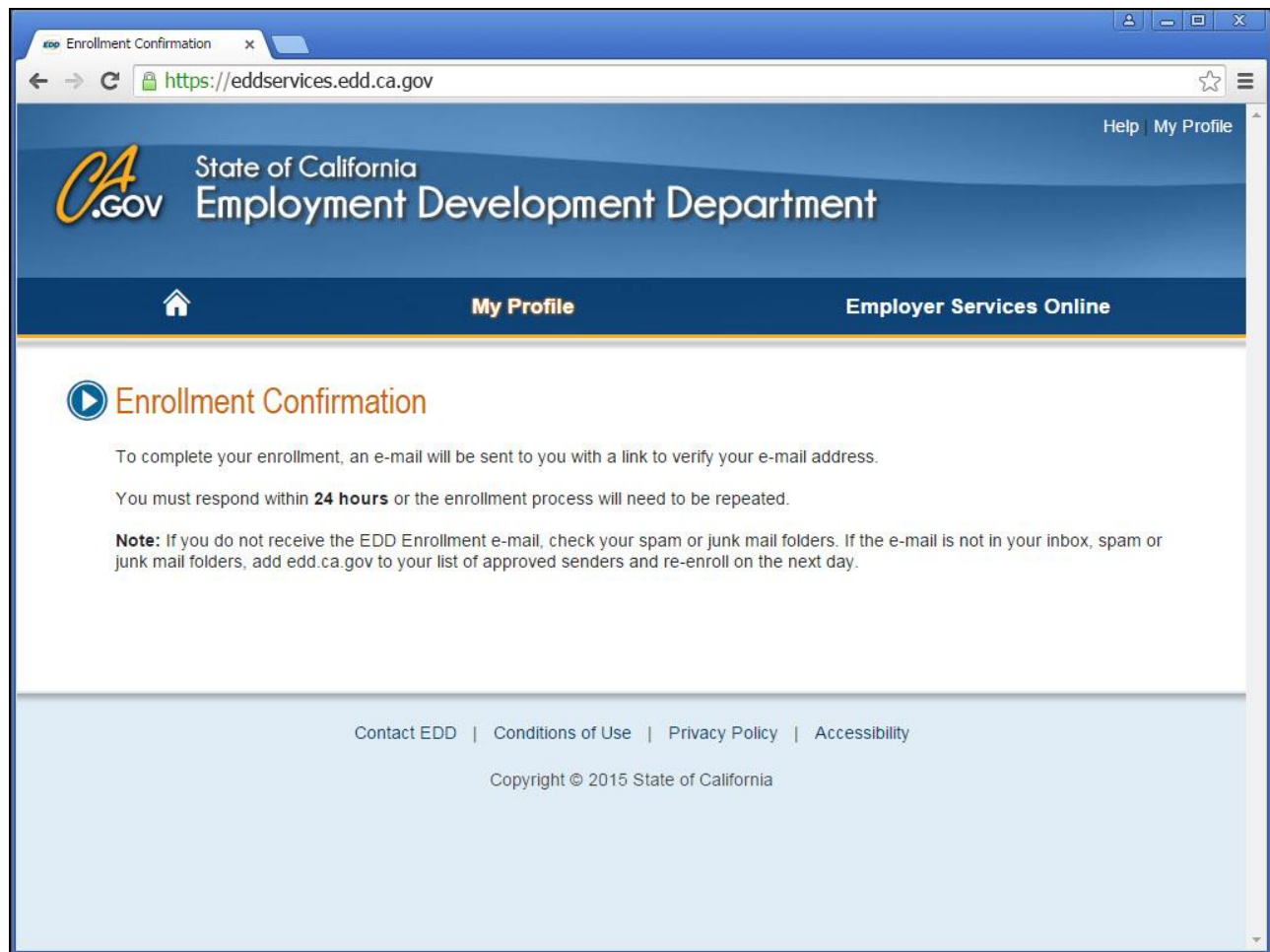
At the bottom of the form, there is a message: "Please print and keep this information for future reference." Below this message are three buttons: "Print", "Enroll", and "Cancel". A red box highlights the "Enroll" button, and a red arrow points to it from the text "Select 'Enroll'". Below the buttons is a small text box that says "Complete the enrollment process."

The footer of the page contains the following links: "Contact EDD", "Conditions of Use", "Privacy Policy", and "Accessibility". The copyright notice is "Copyright © 2015 State of California".

## Slide notes

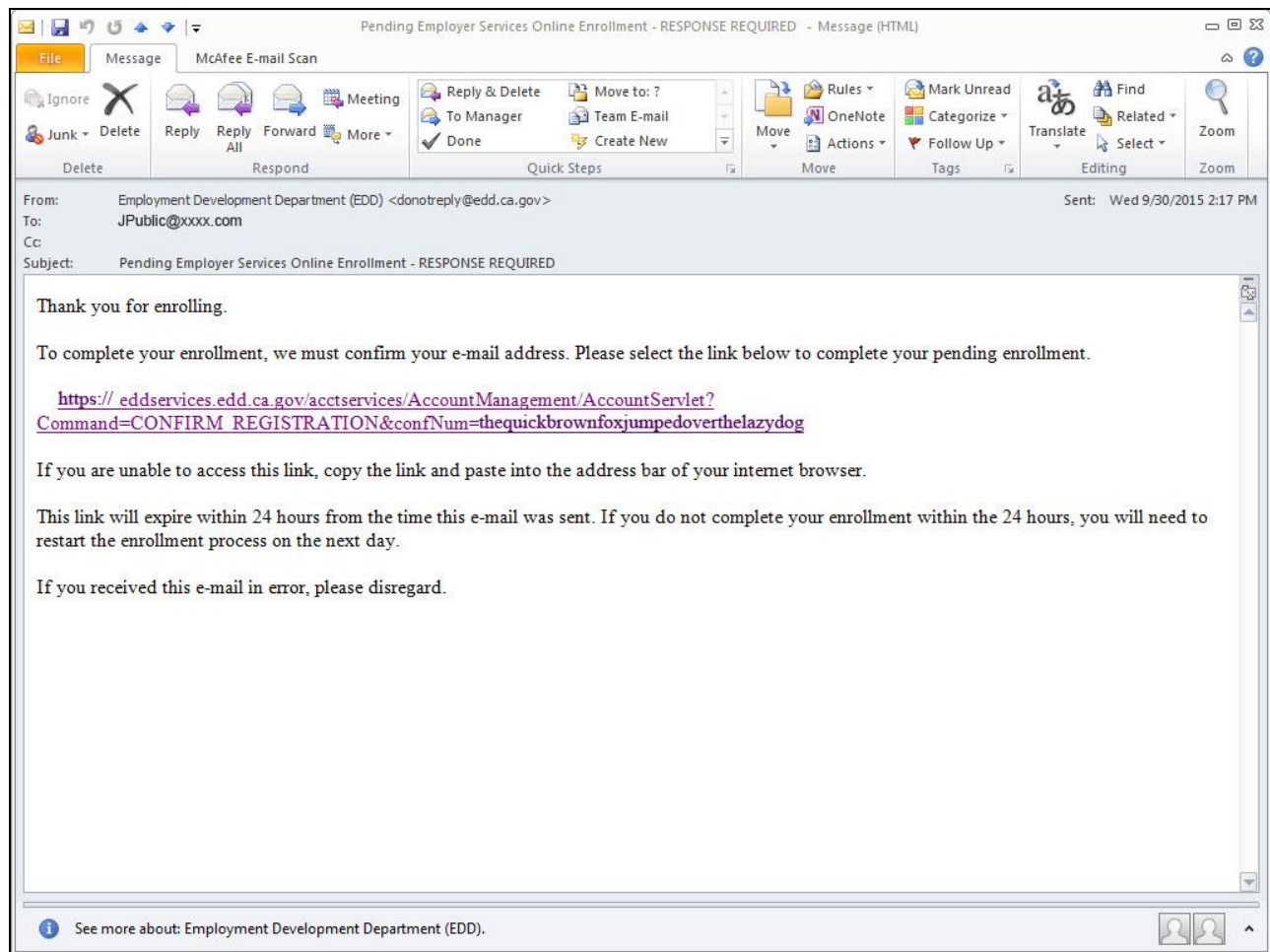
If all of the information is correct, select "Enroll." If you need to change a question or an answer select the "Edit Security Questions" hyperlink.





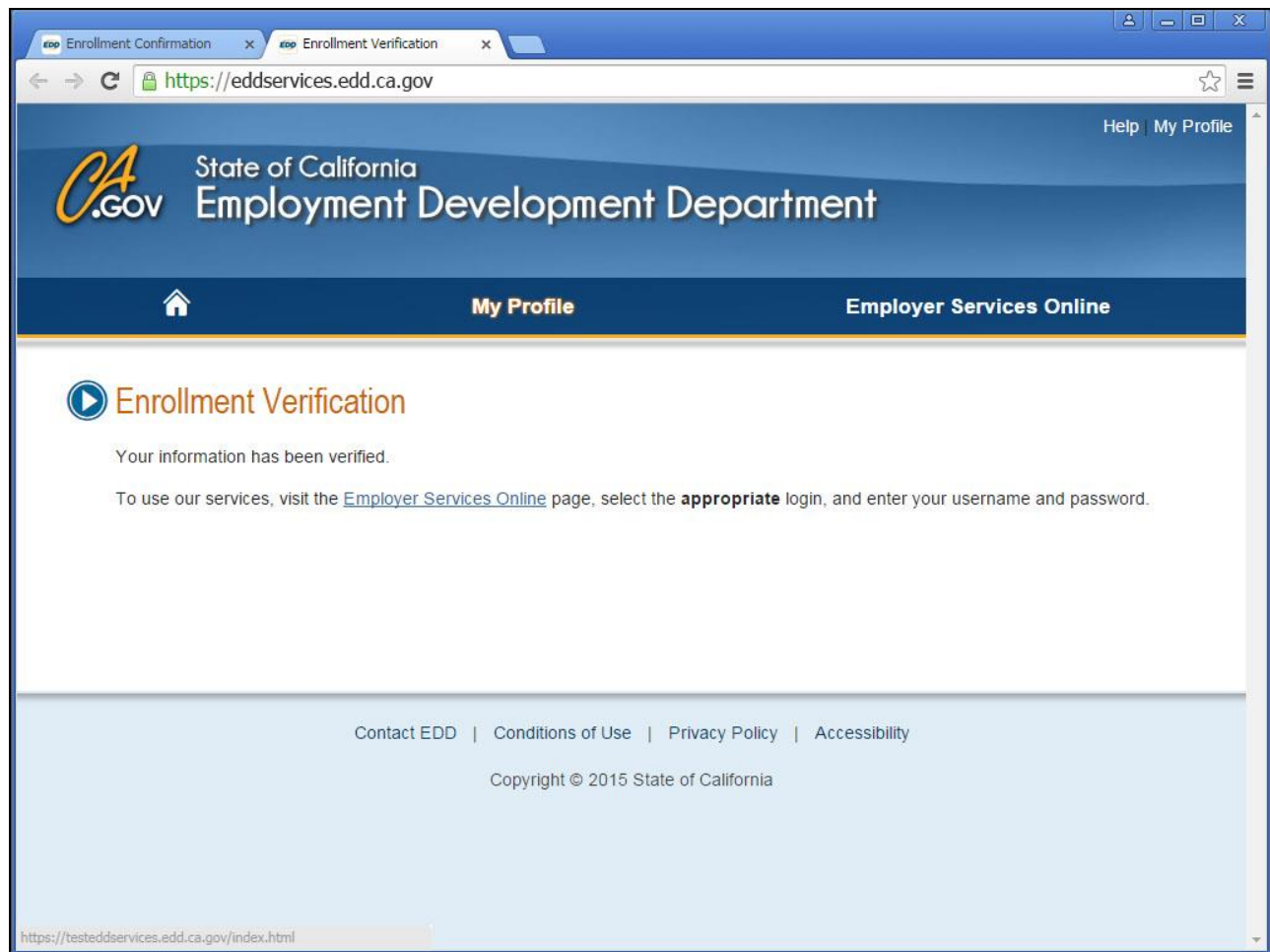
### Slide notes

Your enrollment is not yet complete, an e-mail will be sent to you within three (3) hours at the e-mail address you provided, and you must respond to this e-mail to complete your enrollment. If you do not receive the EDD Enrollment e-mail, check your spam or junk mail folders. If the e-mail is not in your inbox, spam, or junk mail folders, add edd.ca.gov to your list of approved senders and re-enroll the next day.



## Slide notes

Here is the e-mail confirmation. To complete your enrollment, you must confirm your e-mail address by selecting the link provided. Select this link to complete your pending enrollment. If you do not complete your enrollment within 24 hours, your enrollment process will be deemed unsuccessful, and you will need to restart the enrollment process.



## Slide notes

After opening the e-mail from the EDD and selecting the link within 24 hours, you will receive this Enrollment Verification. On the Enrollment Verification page, you can continue to the e-Services for Business page, and enter your new username and password to begin the enrollment process to set up your e-Services for Business account.

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Other Resources  
[www.edd.ca.gov](http://www.edd.ca.gov)

Taxpayer Assistance Center  
1-888-745-3886

**Slide notes**

Thank you for watching this tutorial on how to create a username and password to access e-Services for Business. Be sure to view our other tutorials demonstrating how to authorize as an employer or authorize as an employer representative/payroll agent. Other resources are available at [www.edd.ca.gov](http://www.edd.ca.gov) or by calling the Taxpayer Assistance Center at 1-888-745-3886.